



# PEOPLECERT

## 18 Exam

### PEOPLECERT IASSC Lean Six Sigma - Yellow Belt Exam

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**Question: 1**

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When a process has proven itself to function at a Six Sigma level this means there are less than \_\_\_\_\_ defects per million opportunities.

- A. 1.7
- B. 2.6
- C. 3.4
- D. 10

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**Answer: C**

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**Question: 2**

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Six Sigma refers to a process whose output has at least 95% of its data points within 6 Standard Deviations from the Mean.

- A. True
- B. False

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**Answer: B**

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**Question: 3**

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Training cost is \$3,000 and a project required an initial investment of \$12,000. If the project yields monthly savings of \$1,800 beginning after 3 months, what is the payback period in months (before money costs and taxes)?

- A. 4.17
- B. 8.33
- C. 11.33
- D. 28.28

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**Answer: C**

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**Question: 4**

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The ROI for a project is a measurement metric that stands for Return on Investment and is one of the methods used to measure the success of a Lean Six Sigma project.

- A. True
- B. False

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**Answer: A**

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**Question: 5**

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The DMAIC approach to problem solving stands for Define, \_\_\_\_\_, Analyze, Improve and Control.

- A. Manage
- B. Measure
- C. Memorize
- D. Manipulate

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**Answer: B**

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**Question: 6**

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Voice of the Customer is a Lean Six Sigma technique to determine the \_\_\_\_\_ attributes of a product or service.

- A. Desirable
- B. Beneficial
- C. Critical-to-Quality
- D. Preferred

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**Answer: C**

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**Question: 7**

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Benefits and working conditions would be primarily the concern of which of the following?

- A. Voice of the Customer
- B. Voice of the Employee
- C. Voice of the Business
- D. Voice of the Process

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**Answer: B**

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**Question: 8**

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In the expression  $Y = f(X_n)$  Y, the output, is the \_\_\_\_\_ variable and  $X_n$ , the inputs, are the \_\_\_\_\_ variables.

- A. Independent, dependent
- B. Individual, multiple
- C. Sole, multiple
- D. Dependent, independent

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**Answer: D**

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**Question: 9**

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When we assess the Voice of the Customer we are attempting to determine the gaps in our processes between “what is” and \_\_\_\_\_.

- A. “What isn’t”
- B. “What will make money”
- C. “What will cost less”
- D. “What should be”

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**Answer: D**

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**Question: 10**

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Which of the following would likely not be a CTQ (Critical-to-Quality) for the purchase of a product?

- A. Functionality
- B. Durability
- C. Dependability
- D. None

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**Answer: D**

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**Question: 11**

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The Pareto Chart is a tool that displays data that typically follows what ratio?

- A. 70:30
- B. 80:20
- C. 90:10
- D. 95:5

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**Answer: B**

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**Question: 12**

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Al bought a handheld GPS from his local electronics store. When he entered an address it would not function. For the manufacturer of the GPS this would be categorized as what type of cost?

- A. Internal Failure Cost
- B. Prevention Cost
- C. External Failure Cost
- D. Appraisal Cost

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**Answer: C**

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**Question: 13**

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Which of the following is a method of expressing the concept that the outputs of a process are a function of all the inputs to the process?

- A.  $Y = f(X_n)$
- B.  $RTY > 90\%$
- C. Yield = Effort
- D. Flow = Demand

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**Answer: A**

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**Question: 14**

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When we create a Process Map and want to depict an action step in the process we would use the \_\_\_\_\_ symbol.

- A. Diamond
- B. Circle
- C. Ellipse
- D. Rectangle

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**Answer: D**

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**Question: 15**

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A Belt has determined that the loan application does not need to be reviewed by accounting thereby improving the number of applications a loan processor can handle. According to Cost of Poor Quality (COPQ) definitions RTY improvement would be considered \_\_\_\_\_.

- A. Downsizing savings
- B. Hard savings
- C. Soft savings
- D. Median savings

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**Answer: B**

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